



## MEMORANDUM

**TO:** Landlord and Tenant Board Stakeholders

**FROM:** Ian Speers, Associate Chair  
Lindiwe Bridgewater, Registrar

**DATE:** May 22, 2025

**RE:** LTB Recent Updates

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We are writing to update you on recent changes that are taking place at the Landlord and Tenant Board. We are also very pleased to report that LTB continues to make significant progress at addressing service delays and its backlog.

### Yielding Results

- As of April 30, 2025 the LTB has reduced its active caseload by 26% since the caseload peaked in December 2023. We will continue to provide updates on our progress in our future stakeholder meetings and communications.
- Over 32,000 cases have already resolved in 2025. On average, 9,000 cases are being closed every month.
- As of March 31, 2025, approximately 58,000 hearings have already been scheduled for 2025.
- Urgent matter hearings are being held within 5 to 6 weeks compared to 8 or more weeks in early 2023
- The vast majority (90%) of orders continue to be issued within 30 days of the hearing date which is within our service timelines.

### Above Guideline Increase (AGI) Applications

Effective February 2025, AGI applications containing a claim for capital expenditures will at first instance be directed to a Case Management Hearing (CMH). If a resolution is not reached at a CMH, files will proceed to either a written or virtual merits hearing. This change aligns with Tribunals Ontario's commitment to providing effective and efficient dispute resolution options, allowing parties to explore settlement of the issues. The effectiveness of this scheduling strategy will be evaluated on an ongoing basis, with adjustments made as needed. We note however that the initial phase of this initiative has yielded a resolution rate in excess of 80%.

## **Consent Orders**

Effective May 5, 2025, Dispute Resolution Officers (DROs) will take all consent order requests in blocks where these services are available. This will allow Members to focus on adjudicating disputed matters and hearing the merits of uncontested applications. The goal is to find efficiencies in the hearing rooms for Members and DROs and to minimize unnecessary adjournments.

## **Mediation for Adjourned Files**

Effective May 5, 2025, mediation will be offered on select adjourned files to give the parties an opportunity to work together to negotiate a resolution of their application. Mediation is a voluntary, confidential, quicker, and cost-effective process that the Board offers for free before the hearing. In mediation, a DRO will help both parties find an acceptable solution to their issues. If mediation is successful, the file will be closed by a Consent Order or Mediated Agreement. If the matter cannot be resolved through mediation, the case will proceed to a hearing.

## **Conclusion**

These initiatives are aimed at further reducing delays and facilitating early and fair resolution of disputes. We encourage you to take full advantage of these services.

As always, we welcome your feedback on how we can best serve the needs of our clients. If you have any suggestions or ideas on how we can improve our operations, please do not hesitate to email us [LTB@ontario.ca](mailto:LTB@ontario.ca). We look forward to hearing from you.

Sincerely,



Ian Speers  
Associate Chair



Lindiwe Bridgewater  
Registrar